

Burg 113571



**IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE**

**Patent Application**

**Inventor(s)** Frederick Murray Burg et al..

**Case** 113571

**Conf. No.** 4560

**Serial No.** 09/428,363

**Group Art** 3624 2154

**Filing Date** October 27, 1999

**Examiner** Kenny S. Lin

**Title** **Delivery of Call Queue Messages for Calls Launched from the  
Internet**

**COMMISSIONER FOR PATENTS  
ALEXANDRIA, VA 22313-1450**

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Technology Center 2100

**SIR:**

**AMENDMENT**

In association with the filing of a Request for Continued Examination of the above-identified application, applicants are submitting, in compliance with 37 CFR 1.114, the following amendments to the pending claims.